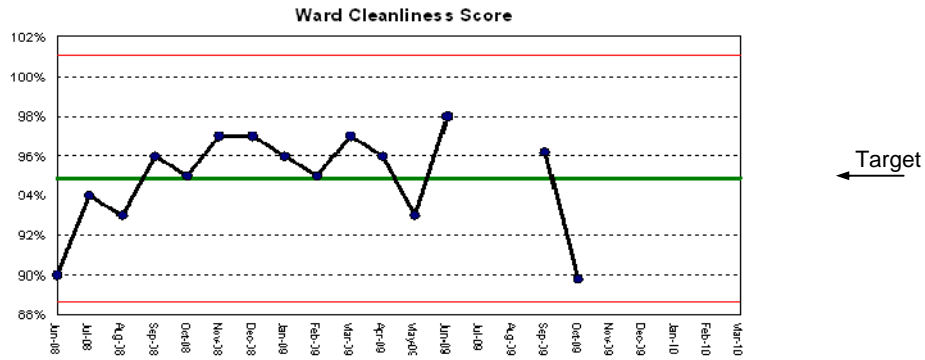


# Patient Experience

Period: October 2009



source: internal Whittington surveys (Maximiser)

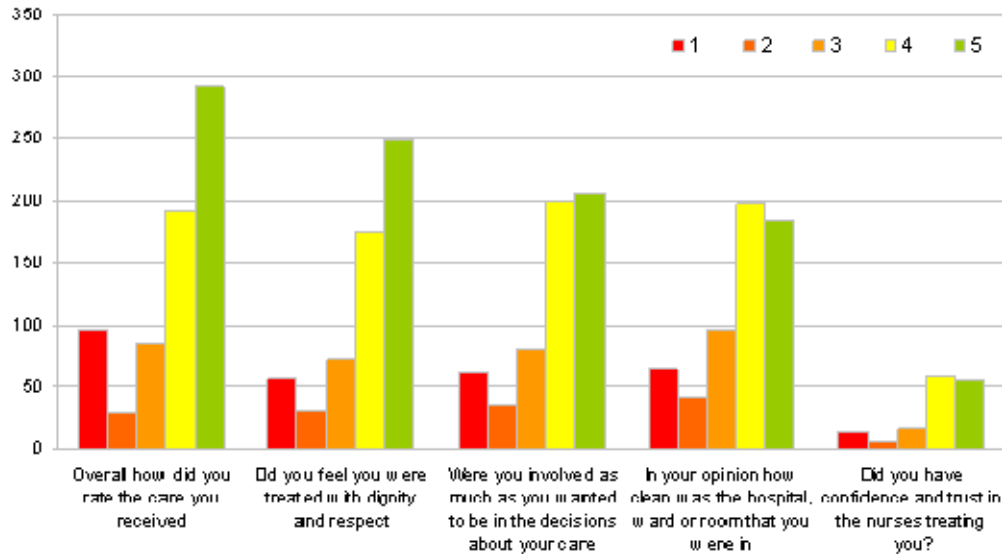
Green: within normal SPC parameter AND consistent progress to target (95%)

Amber: within normal SPC parameters and no progress to target

Red: lower control limit breach or run of 8 point below the centre line

## Patient Survey

Patient Survey responses 1-5 (684 surveyed)

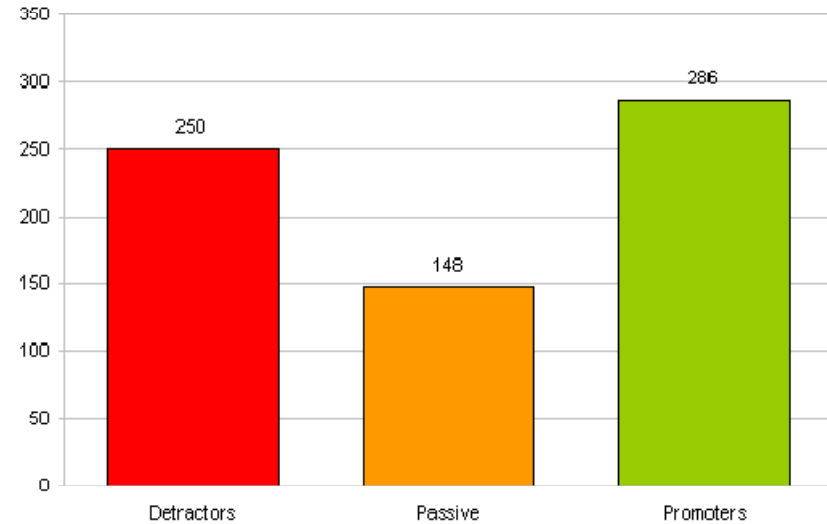


source: internal Whittington surveys (Maximiser)

Scale 1=worst score, 5 = best score

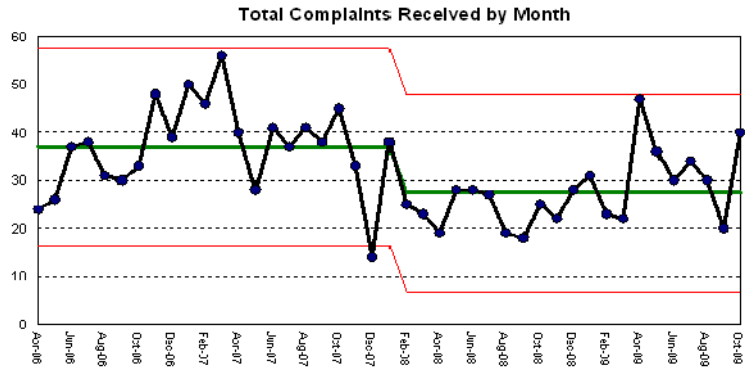
October's figures only. Graphs showing change over time will be included from January.

Breakdown of Net Promoter Score: 5.3



From a score of 0-10, 0-6 = Detractor, 7-8 = Passive, 9-10 = Promotor

## Complaints - numbers



source: Safeguard/Datix - reported quarterly

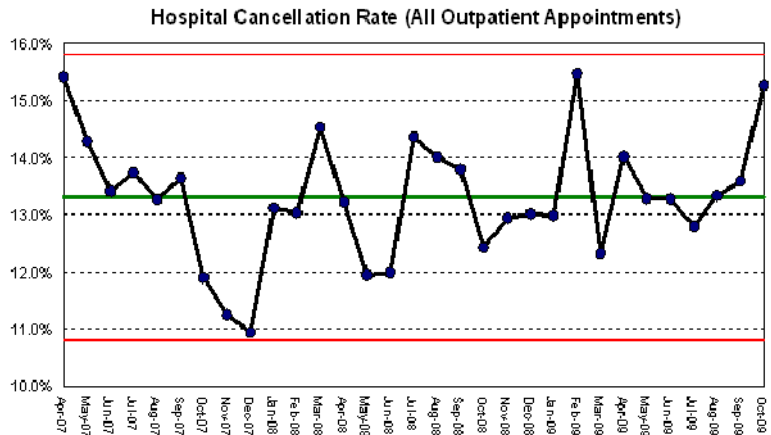
Green: within normal SPC parameter AND progress to downward step change

Amber: within normal SPC parameters and no progress to step change

Red: upper control limit breach or run of 8 point above the centre line

## Hospital Cancellations

See Workforce & Efficiency section for DNA rates



source: PAS data

Green: within normal SPC parameter AND consistent progress to target (9.5%)

Amber: within normal SPC parameters and no progress to target

Red: Upper control limit breach or run of 8 point above the centre line

## Complaints - Dissatisfied

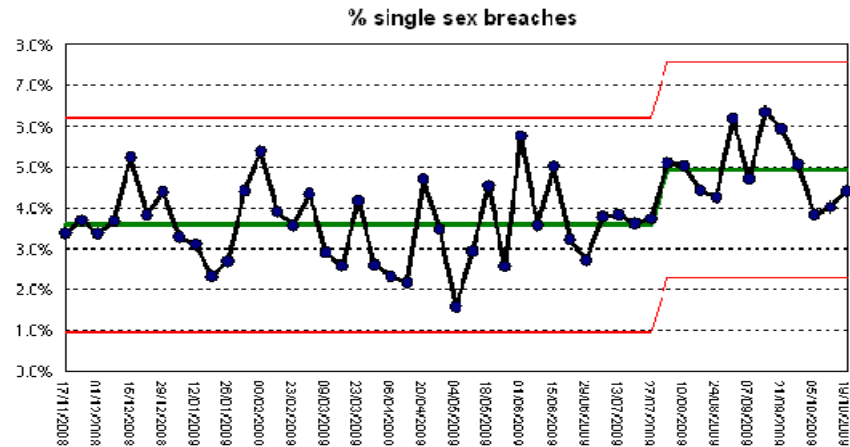
% Dissatisfied Complainants	8%	11%	9%	13%
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## Single sex accommodation

Each patient counts as a breach for each day that the mixed sex breach occurs

Total breach days as a Percentage of occupied bed days in week.

Data refreshed to September 2009



Source: Daily monitoring by bed managers

Green: within normal SPC parameter AND consistent progress to target

Amber: within normal SPC parameters and no progress to target

Red: upper control limit breach or run of 8 point above the centre line

Target to have zero breaches in in patient areas other than critical care and ED